



**tcmhcc**  
Texas Child Mental  
Health Care Consortium

# CPAN, PeriPAN, and TCHATT Performance Measures

*TCMHCC Executive Committee Meeting  
Texas Institute for Excellence in Mental Health  
The University of Texas at Austin  
June 8, 2026*

# Definition of Measure Types

## Performance Measures


Performance measures are intended to help each HRI regularly assess its own performance and use quality improvement methods to reach its targets. These targets are customized for each HRI based on its historical performance. The goal is to drive improvement at the state level by setting realistic, attainable targets and supporting ongoing quality improvement efforts within each HRI. Performance results and targets are visible only to the individual HRI and are not shared publicly or with other HRIs.

## Observational Measures

Observational measures are intended to provide HRIs with relevant data to monitor activities and progress in the program, including showing how their data compares to statewide results. Each HRI can see its own data along with the quartile in which it falls relative to others. These measures are informational only. They do not include targets. Like performance measures, results are visible only to the individual HRI and are not shared publicly or with other HRIs.



# Timeline for Review of Performance Measures

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- April/May 2026 – Presented to HRI teams for input
  - June 2026 – Presented to EC for review
  - August 2026 – EC vote on measures
  - September 2026 – Performance dashboards available



# CPAN/PeriPAN: Proposed Performance Metrics

**Note:** Brief clinician feedback surveys are being transitioned from collection by HRI teams to Trayt automation. Callers will receive a survey after their first call and subsequent calls if not surveyed within 6 months.

- **New Caller Satisfaction.** Mean rating of “new” callers on satisfaction with consultations call. Specific question is “How likely are you to recommend CPAN/PeriPAN to your colleagues?”
- **Consult Satisfaction.** Mean rating of satisfaction with consultation call following repeat consultation (not a first-time caller). Specific question is “How likely are you to recommend CPAN/PeriPAN to your colleagues?”.
- **PCP Perception of Improved Care.** Mean rating of callers (patient-specific) on comfort with care plan at the end of the consultation. Specific question is “How comfortable are you in applying the recommendations provided during your consultation?”.

Note: Benchmarks will be specific to each HRI local context and performance in FY2026.

# CPAN/PeriPAN: Proposed Performance Metrics

- **Proportion of PCPs Enrolled in CPAN.** Percent of PCPs who are currently enrolled in CPAN. The numerator is the number of PCPs currently enrolled in CPAN; the denominator is the estimate of appropriate PCPs assigned in the HRI region (PCPs will be loaded in Salesforce for HRI determination of appropriateness for the program).
- **Proportion of OB-GYNs Enrolled in PeriPAN.** Percent of OB-GYNs who are currently enrolled in PeriPAN. The numerator is the number of OB-GYNs currently enrolled in PeriPAN; the denominator is the estimate of appropriate PCPs assigned in the HRI region (OB-GYNs will be loaded in Salesforce for HRI determination of appropriateness for the program).
- **Participation:** Percent of Access Program leadership calls with HRI CPAN/PeriPAN Medical Director in attendance, cumulative over the fiscal year. If CPAN/PeriPAN Medical Director will have an extended absence, alternative Lead can be identified to COSH.

Note: Benchmarks will be specific to each HRI local context and performance in FY2026.

# TCHATT: Proposed Performance Metrics

- **Engagement in Care**: Proportion of students enrolled in services in the previous quarter who receive at least one treatment session (excluding case management or care coordination).
- **Timely Access to Care**: Proportion of students who receive at least one treatment session within 20 working days of their referral.
- **Caregiver Satisfaction**: Average score reflecting satisfaction with TCHATT care, as reported by student caregivers. Mean score on TCHATT end of care survey (range 0-4). Specific question is “I am satisfied with my child’s TCHATT services.”

# TCHATT: Proposed Performance Metrics

- **Proportion of Cases Involving Parent/Guardian**: Proportion of students, under age 18, archived with at least two sessions (case management/care coordination or treatment) where a parent/guardian is present. Limited to episodes of care with two or more treatment sessions.
- **Participation**: Percent of TCHATT leadership calls with the TCHATT Lead in full attendance year-to-date. If TCHATT Lead will have extended absence, alternate Lead can be identified to COSH.

Note: Benchmarks will be specific to each HRI local context and performance in FY2026.